



# GLOBAL COLLEGE AUSTRALASIA

## STUDENT HANDBOOK



RTO No: 45088 | CRICOS Code: 03564F



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# GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

**Moore St Campus**  
21 Moore Street, East Perth, WA 6004  
**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

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**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

## Introduction

### Welcome to Global College Australasia

#### Your Place for Learning and Personal Growth

Welcome to Global College Australasia (GCA), a safe and caring learning environment facilitating growth and development of the whole person. Our ethos of learning, growth, and change captures the essence of our college in supporting students in academic pathways to reach their goals.

A successful student at GCA must not only be doing their best academically but also be adept at working collaboratively with others in a caring and compassionate manner.

Our college fosters and promotes diversity and respect by meeting the needs of our students who represent a broad range of interests, cultures, and abilities. In recognising these individual differences, we provide a variety of academic and cultural opportunities.

Responding to the real needs of our students and embracing change in a positive sense is only possible due to the dedicated and professional team of trainers and staff we are most fortunate to have at our college.

I encourage you to take a tour of our website and arrange a visit to our college in order to really grasp the wonderful culture and multitude of opportunities available for you at Global College Australasia.

See: [www.globalcollege.edu.au](http://www.globalcollege.edu.au)



Dr Bindu Smith

Managing Director,

Global College Australasia



## About your Student Handbook

You will receive a copy of the GCA Student Handbook when you get your offer letter. This handbook will give you all the information you need to make a smart choice about your education. You will also get another copy by email when we invite you to the Orientation program, which you must attend. It's very important to read the handbook carefully before your course starts.

Keep in mind that if you print out the handbook, the information might be old.

The most up-to-date version can always be found on our website, or you can ask for a digital or printed copy from our Student Services Team.

If anything in the handbook is confusing, don't hesitate to ask for help.

You can reach our Student Support Officer by phone at: 1300 886 240  
or by email at: [studentsupportfd@globalcollege.edu.au](mailto:studentsupportfd@globalcollege.edu.au)  
or in person at any GCA campus reception.

GCA is both a Registered Training Organisation (RTO) and a CRICOS Registered Provider. We are also registered with the Australian Skills Quality Authority (ASQA). This means we have to meet certain quality standards for training, assessment, and certifications under the VET Quality Framework and the ESOS legislative framework.

The Student Handbook will also tell you about your legal obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students (ESOS) Act 2000.

For more information on these laws and regulations, you access the links below:

- ESOS Legislative Framework: <https://www.education.gov.au/international-education/support-international-students>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018: <https://internationaleducation.gov.au/regulatory-information/Pages/National-Code-2018-Factsheets-.aspx>
- Standards for Registered Training Organisations (RTOs) 2015: <https://www.asqa.gov.au/rto/users-guide-standards-rtos-2015>
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS): <https://cricos.education.gov.au/>

## Definitions

- AQF: Australian Qualifications Framework
- ASQA: Australian Skills Quality Authority
- CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students
- DHA: Department of Home Affairs
- ELICOS: English Language Intensive Courses for Overseas Students
- OSHC: Overseas Student Health Cover



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**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

## GENERAL INFORMATION

### Global College Australasia Administration and Contact Numbers

| Perth Campus 1   | Perth Campus 2  |
|--|---|
| 21 Moore Street ( <b>Head Office</b> )<br>East Perth WA 6004<br><br><b>Phone:</b> 1300 886 240<br><b>Email:</b> <a href="mailto:info@globalcollege.edu.au">info@globalcollege.edu.au</a><br><b>Web:</b> <a href="http://www.globalcollege.edu.au">www.globalcollege.edu.au</a> | 176 Wellington Street<br>East Perth WA 6004<br><br><b>Phone:</b> 1300 886 240<br><b>Email:</b> <a href="mailto:info@globalcollege.edu.au">info@globalcollege.edu.au</a><br><b>Web:</b> <a href="http://www.globalcollege.edu.au">www.globalcollege.edu.au</a> |
| <b>For emergencies, contact 000</b>  |   |

## 21 MOORE STREET CAMPUS



## 176 WELLINGTON STREET CAMPUS





## Senior Managerial People

|   |                     |  |
|---|---------------------|--|
| <b>Chief Executive Officer</b>          | Dr. Bindu Smith     | <a href="mailto:bindu@globalcollege.edu.au">bindu@globalcollege.edu.au</a>     |
| <b>Faculty Leaders</b>                  |                     |  |
| <b>Student Support Services Manager</b> | Crystal Huang       | <a href="mailto:Crystal@globalcollege.edu.au">Crystal@globalcollege.edu.au</a> |
| <b>Training Supervisor</b>              | Indiren Chellumbrun | <a href="mailto:Indi@globalcollege.edu.au">Indi@globalcollege.edu.au</a>       |
| <b>Kitchen Manager</b>                  | John Ceracas        | <a href="mailto:John@globalcollege.edu.au">John@globalcollege.edu.au</a>       |
| <b>Work Based Training Coordinator</b>  | Jay Merchant        | <a href="mailto:Jay@globalcollege.edu.au">Jay@globalcollege.edu.au</a>         |
| <b>IT Support</b>                       | Tony Barca          | <a href="mailto:Tony@globalcollege.edu.au">Tony@globalcollege.edu.au</a>       |

## Student Services Team

You're always welcome to speak with any member of our staff. They'll guide you to the right person who can help you with what you need. All our staff have been specially trained to understand your specific needs, rights, and responsibilities. You can reach out to any member of the team during our regular office hours.

### Our Student Services Team is excited to welcome you to GCA.

#### Student Services Team Email Addresses

|   |  |
|---|--|
| <b>Student Support Services Manager</b> | <a href="mailto:Crystal@globalcollege.edu.au">Crystal@globalcollege.edu.au</a>   |
| <b>Student Support Officers (Perth)</b> | <a href="mailto:Studentsupportfd@globalcollege.edu.au">Studentsupportfd@globalcollege.edu.au</a>   |
| <b>Accounts</b>                         | <a href="mailto:Finance@globalcollege.edu.au">Finance@globalcollege.edu.au</a><br><a href="mailto:Accounts@globalcollege.edu.au">Accounts@globalcollege.edu.au</a>   |
| <b>Admissions Officers</b>              | <a href="mailto:Enrolment@globalcollege.edu.au">Enrolment@globalcollege.edu.au</a><br><a href="mailto:Admissions@globalcollege.edu.au">Admissions@globalcollege.edu.au</a><br><a href="mailto:Quartz@globalcollege.edu.au">Quartz@globalcollege.edu.au</a> |
| <b>Marketing Officers</b>               | <a href="mailto:Marketing@globalcollege.edu.au">Marketing@globalcollege.edu.au</a><br><a href="mailto:Peyton@globalcollege.edu.au">Peyton@globalcollege.edu.au</a><br><a href="mailto:Sarju@globalcollege.edu.au">Sarju@globalcollege.edu.au</a>           |

## Student Services Team Office Hours

The available times for the Student Services Team for all campuses are as follows:

|           |                 |
|-----------|-----------------|
| Monday    | 8.00am – 5.00pm |
| Tuesday   | 8.00am – 5.00pm |
| Wednesday | 8.00am – 5.00pm |
| Thursday  | 8.00am – 5.00pm |





|          |                 |
|----------|-----------------|
| Friday   | 8.00am – 5.00pm |
| Saturday | 8.00am – 5.00pm |
| Sunday   | 8.00am – 5.00pm |

## Student Hours of attendance at GCA:

As per the timetable explained at induction GCA expects you to attend two days of 7.5 hours exclusive of breaks at the times below plus a ½ day Structured Activities session.

### CLASS DAYS & TIMES

Day 1 : 8:00 AM TO 4.30 PM

Day 2 : FRIDAY 8:00 AM TO 4.30 PM

### YOUR BREAKS

- MORNING TEATIME – 15 MINS
- LUNCH TIME – 30 MINS
- AFTERNOON TEATIME- 15 MINS

**Day 3 Times** - Nominated Day (STRUCTURED ACTIVITIES DAY) 8.30 AM TO 2.00 PM

### BREAKS

- MORNING TEA-TIME – 30 MINS

### How to Email the Student Services Team:

If you need to email our Student Services Team, please send your message to [studentsupportfd@globalcollege.edu.au](mailto:studentsupportfd@globalcollege.edu.au) and make sure to use your GCA email account when sending the email.

### When Will You Hear Back?

We aim to reply to emails within 72 hours from Monday to Friday. If you email us during the weekend or on a public holiday, it might take us a bit longer to get back to you. All replies will be sent to your official GCA email account, no matter where you sent the email from.

### Need a Faster Answer?



If you haven't received a reply or need help sooner, you can call us on 1300 886 240. You're also welcome to visit us in person at any GCA campus.

## Supporting Individual learners

Help for Every Student:

At GCA, we understand that every student is unique and may have different needs. Before you even start your course, we try to find out what kind of support you might need. During enrolment, you can let us know about your individual needs by filling out the International Student Application Form and Learner Needs Questionnaire.

Our training and support teams are also trained to recognise if you might need extra help during your time with us.

## What Support Do We Offer?

GCA is dedicated to helping you in any way we can during your training. We offer a range of Support Services to give you the best chance of successfully completing your course. These services can include:

- Flexible training options if you have personal issues
- Access to study resources, technology, and campus facilities
- Help finding extra support services, like financial aid or counselling
- Assistance with medical or disability needs
- Help with language, reading, and numeracy skills

## Didn't Mention Your Needs Earlier?

If you didn't tell us about needing extra help when you enrolled, it's never too late. Just talk to our friendly Student Support team whenever you're ready.

## Student Support Services

Student Help at Every Campus:

You can find Student Support Officers at all our campuses, ready to assist you with both academic and everyday life concerns. You can also ask for extra help from your Trainer during your course. These officers can guide you in many areas, such as:

- Services to help you adapt to living and studying in Australia
- Programs to improve your English and study skills
- Emergency and healthcare services
- Legal advice that you may need
- Information about GCA's facilities and resources
- Understanding what you need to do to progress in your course
- Finding a place to live



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- How to raise a complaint or appeal at GCA
- Services to help you with personal issues that could affect your studies
- Ways to advance your learning and Recognition of Prior Learning (RPL) opportunities
- Special needs related to learning, culture, religion, or diet
- Help with making a resume, improving interview skills, and job hunting

### External Help:

Sometimes, GCA may suggest that you speak to outside experts like doctors or counsellors. For more information on this, please refer to the sections below.

### Helping You Settle in Australia:

At Global College Australasia (GCA), our Student Support Officers are here to make your life easier in Australia.





We can guide you directly or point you to the right resources. Here's what we can help with:

- **Work While Studying:** Your main goal on a student visa should be to study, but if you need a job, our Employment Liaison Officers can help you find one.
- **Money Matters:** Need a tax file number, or have questions about taxes and saving for the future? We've got you covered ask at reception for assistance.
- **Stay Safe:** We offer tips to protect yourself, including how to avoid scams.
- **Handle Your Money:** Learn about managing your monthly spending, opening a bank account, and safely using money in Australia.
- **Know Your Work Rights:** The Fair Work Ombudsman is a free service that helps with work-related questions or complaints.
- **Shop Smart:** Australian Consumer Law protects you as a student.

New to Australia? Get the Guide: Our International Student Guide gives you helpful tips on housing, money, work, study, and much more. It's part of your orientation package, and you can also download it here: <http://insiderguides.com.au/international-student-guides>

## Confidential Counselling Services at Global College Australasia

We understand that academic and personal challenges can affect your well-being and academic performance. To support you in these aspects, Global College Australasia provides a dedicated counselling service for all enrolled students. This service addresses issues such as adjustment to academic life, stress management, and personal or family pressures.

### Objective of the Counselling Service:

Our aim is to promote academic success and enhance your overall experience at the institution by mitigating stress and anxiety that may be caused by academic or personal challenges.

### How to Access the Counselling Service:

- **Schedule an Appointment:** You can book a session through a referral from Student Services or by emailing [StudentSupportFD@Globalcollege.edu.au](mailto:StudentSupportFD@Globalcollege.edu.au)
- **Walk-ins:** You may also visit the GCA counsellor during designated times, although availability is subject to pre-booked appointments.
- **Email Queries:** If you have general questions, you can also email [StudentSupportFD@Globalcollege.edu.au](mailto:StudentSupportFD@Globalcollege.edu.au)

Please note that for confidential matters, it's recommended to arrange an appointment through Student Services.

### Referring to a Service

The Student Services team at Global College Australasia is committed to assisting you with a variety of services to make your stay in Australia as smooth as possible. Below is a list of services we can guide you towards:



## Health Insurance

For Overseas Student Health Cover (OSHC), we can help co-ordinate with various providers, or you can access their services directly through the following websites:

- NIB: [www.nib.com.au](http://www.nib.com.au)
- BUPA: [www.bupa.com.au](http://www.bupa.com.au)
- Medibank: [www.medibank.com.au](http://www.medibank.com.au)
- Allianz: [www.allianzcare.com.au/en/student-visa-oshc.html](http://www.allianzcare.com.au/en/student-visa-oshc.html)
- HBF: [www.hbf.com.au](http://www.hbf.com.au)

## Driver's License

For driver's license applications or enquiries, we can guide you to your local Department of Transport office, or you can find information here: [www.transport.wa.gov.au/index.asp](http://www.transport.wa.gov.au/index.asp)

## Housing

To assist with finding rental accommodation, we recommend the following real estate agencies in Perth:

REIWA: <https://reiwa.com.au/real-estate-agents/perth/>

## Banking Services

For banking needs, we can direct you to local branches of the following Australian banks:

- Commonwealth Bank: [www.commbank.com.au](http://www.commbank.com.au)
- National Australia Bank (NAB): [www.nab.com.au](http://www.nab.com.au)
- Westpac: [www.westpac.com.au](http://www.westpac.com.au)
- ANZ: [www.anz.com.au](http://www.anz.com.au)

## Community Services

Your local shire (council) offers a range of community services, including but not limited to:

- Public Libraries
- Health and Well-being Initiatives
- Childcare Facilities
- Community Safety Measures
- Arts and Culture Programs
- Sports and Recreation Facilities





## Perth, Western Australia: A Brief Guide



### About Perth

Perth is the 4th largest city in Australia, located on the Swan Coastal Plain. It's known for its beaches, the Swan River, and its central business district. The city extends from Two Rocks in the north to Rockingham in the south.

### Must-See Places and Things to Try

- Elizabeth Quay
- The Bell Tower
- Pink Lake
- Rottnest Island
- Snorkel at Shoalwater Marine Park
- Picnic in Kings Park
- Off-roading in Lancelin
- Cruise through Fremantle markets
- Sunset at Cottesloe Beach
- Wine tasting in Swan Valley
- Fish in Peel Inlet
- Day trip to York



## Festivals

- Fashion Festival
- Fringe Festival
- International Comedy Festival



## Events

- Australian X Trail Championship
- World Master Athletics Championship

For more info see Visit Perth, including see/do, eat/drink, stay, transport, maps/guides, events, and business directory: [www.visitperth.com.au](http://www.visitperth.com.au)

## Emergency and Support Services

Emergency and other essential services are detailed in this handbook, covering:

- Police, Fire, and Ambulance 000
- Local Police (Non-Threatening) 131 444
- State Emergency Service (SES) 13 25 00
- Western Power (Emergencies & Power Interruptions) 13 11 51
- Gas (Emergencies & Faults) 13 13 52
- Water (Emergencies, Faults & Security) 13 13 75
- Lifeline 24-hour Counselling 13 11 14
- Poison Information Line 13 11 26
- Translation and Interpreting Services: [www.tisnational.gov.au](http://www.tisnational.gov.au)



## Overseas Student Ombudsman

A complimentary service is available to international students for assistance with complaints about educational institutions in Australia. For more details, visit the Ombudsman Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

Note: While the organisations listed are recommended by Global College Australasia, other options exist in the Perth areas that may not be listed here.

## Additional Services Provided by Student Services Team

In addition to the above-mentioned services, the Student Services Team can assist you with various requests either in person at any campus or via email at [studentsupportfd@globalcollege.edu.au](mailto:studentsupportfd@globalcollege.edu.au). This can include but is not limited to the following:

### General Queries

For any questions or enquiries, Student Services are available during operating hours on all campuses (in person, via email, or telephone) to direct you to the appropriate officer for course/visa queries (Admissions Officer), scheduling (Administration Officer), re-enrolment (Student Support Officer), and fees/payment plans (Finance Officer).

### Course Variation

If you need to request changes to your course or commencement date, cancel your enrolment, or wish to move to another RTO, you can submit a course variation application form.

### Special Requests

For holiday letters, enrolment status letters, family invitation letters, Work-Based Training (WBT) confirmation letters, timetable changes, or leave requests during a study period, you can submit a student request form.

### Deferment

To request a deferment to your course, you can use the application for deferment form.

### Complaints and Appeals

If you are dissatisfied with any decision made by Global College Australasia, you can appeal using the complaints and appeals form available from the Student Services Team or via our website. This can relate to complaint resolution, appeal of results, and notices of various kinds. See Complaints policy and procedure on GCA website or email [studentsupportfd@globalcollege.edu.au](mailto:studentsupportfd@globalcollege.edu.au). Alternatively see student support staff at Moore Street or Wellington Campus during operational hours noted above.

### Finance-Related Requests

For any finance-related queries or to set up a payment plan, you can directly contact the Finance Officer either in person, via email at [finance@globalcollege.edu.au](mailto:finance@globalcollege.edu.au) or by phone at: 1300 886 340.





## Moore Street Campus Commercial Training Kitchen



### Qualification Documents

If you wish to apply for your Qualification or Statement of Attainment, you can do so by contacting the Student Services Team.

### RPL/Credit Transfer

For Recognition of Prior Learning or Credit Transfer applications, please refer to the Global College Australasia RPL and Credit Transfer Policy and Procedures for detailed guidance.

Feel free to reach out to the Student Services Team for any other services you might need.

### Accessing Your Course Schedule and Navigating to Your Training Venue

Your course schedule can be accessed through the Student Portal, where you will find detailed information about the training college location and specific room allocated for your course units. To determine the best way to reach your training venue from your place of residence in Western Australia, you can visit the Perth Transport website at [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au). The website provides multiple options for reaching your training college punctually.

### Need Further Assistance?

If you encounter any difficulties or require additional guidance, please do not hesitate to contact our Student Services Team for help.



## Orientation and Campus Tour

As part of your orientation, we will conduct a campus tour to familiarise you with the facilities related to your studies. This will give you an opportunity to better understand the layout of the campus and where your classes will be held.

For any other queries, the Student Services Team is always available to assist you.

## Global College Australasia Student Intake Dates

For the most up-to-date information on student intake dates, please visit the Global College Australasia website at [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

Here, you will find all the relevant details concerning the commencement of new courses and other important academic timelines.

## Western Australia Public Holidays

| Public Holidays Western Australia | 2024                | 2025                |
|-----------------------------------|---------------------|---------------------|
| New Year's Day                    | Monday 1 January    | Wednesday 1 January |
| Australia Day                     | Friday 26 January   | Monday 27 January   |
| Labour Day                        | Monday 4 March      | Monday 3 March      |
| Good Friday                       | Friday 29 March     | Friday 18 April     |
| Easter Sunday                     | Sunday 31 March     | Sunday 20 April     |
| Easter Monday                     | Monday 1 April      | Monday 21 April     |
| Anzac Day                         | Thursday 25 April   | Friday 25 April     |
| Western Australia Day             | Monday 3 June       | Monday 2 June       |
| King's Birthday #                 | Monday 23 September | Monday 29 September |





| Public Holidays Western Australia | 2024                  | 2025                 |
|-----------------------------------|-----------------------|----------------------|
| Christmas Day                     | Wednesday 25 December | Thursday 25 December |
| Boxing Day                        | Thursday 26 December  | Friday 26 December   |

See for any updates;

<https://www.commerce.wa.gov.au/labour-relations/public-holidays-western-australia>

## Campus Resources at Global College Australasia 2 locations

Your primary campus for studies will be specified in your International Student Offer Letter. Global College Australasia operates on two campuses, each equipped with a range of amenities to support your educational experience.

### Perth Campuses

Student Services Team and Global College Australasia Admissions: Available to assist with a variety of student needs.

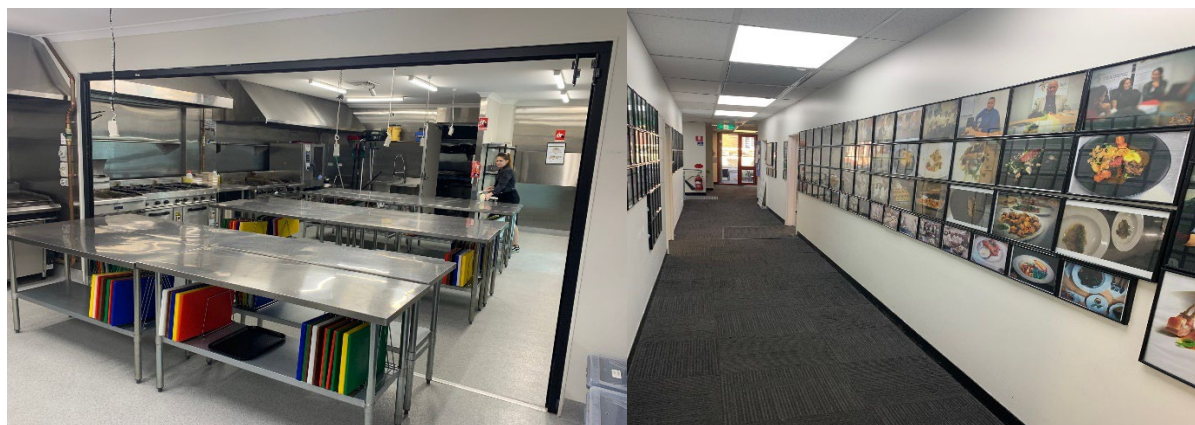
Facilities: Air conditioning, complimentary WI-FI, restrooms for male, female, and disabled students.

Classrooms: All classrooms are equipped with projectors or LCD televisions, desks, and chairs.

Kitchenettes: Available for student use.

Global College Australasia provides all necessary course delivery materials required for your successful completion of the course. Additionally, our online libraries have supplementary resources that you may access free of charge. For access to these, please consult our Student Services Team.

We also recommend registering at the City of Perth Library or City of Stirling Library for additional educational resources. Membership is generally complimentary, and these libraries are conveniently situated near our campuses.





## Computer Facilities at Global College Australasia

Global College Australasia offers free WI-FI and computer facilities to all enrolled students.

Below are the computer availability hours for the Perth campus:

- Monday to Sunday: 8.00am – 5.00pm

## Bring Your Own Device (BYOD)

While class sets of laptops are available at each campus, students are strongly encouraged to bring their own laptops. This not only allows you to work outside of campus but also to save resources and assessments for review at your convenience.

## Minimum Laptop Requirements:

- Operating System: Windows 8 Home Edition or later
- Processor: Intel Core i3/AMD 2.0 GHz or better
- RAM: Minimum 4 GB (8 GB recommended)
- Hard Drive: 128 GB SSD (256 GB SSD recommended if not using cloud storage)
- Display: 13-inch full HD (1920 x 1080) with a built-in webcam
- WI-FI: 802.1x compliant
- Accessories: USB headsets with microphone
- Battery: Device must be fully charged



## Computer Facilities and WI-FI (free for students at GCA)

In addition to the class laptops, a Computer Lab is available at each campus. These labs may be used for classes, including assessments, as well as for Structured Activity sessions. Please be respectful of other students using the facilities by limiting noise and taking all conversations, including mobile phone calls, outside the room. WIFI is available throughout the college to GCA students.



## Temporary Laptop Borrowing

If you don't have access to a computer at home, Global College Australasia has a limited number of laptops that you can temporarily borrow. Please note that all students are required to have access to WI-FI outside of the college premises for any unstructured learning associated with your course.



## Student Identification

### Student Identification at Global College Australasia

As part of your orientation program at Global College Australasia, we will take a photograph of you for your Student Identification Records.

### What should your ID Include?

Your ID should include the following information:

- Your photograph
- Your name
- Your address

### Requirements for Carrying Your ID

It is mandatory to carry ID at all times when you are on any of our campuses. You may be asked to show your ID at any point, and failure to present it may result in you being asked to leave the campus.

### Student Portal at Global College Australasia





## GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

**Moore St Campus**  
21 Moore Street, East Perth, WA 6004  
**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

As a student at Global College Australasia, you will have access to our Student Portal. Through this platform, you can manage various aspects of your student experience. Here is a list of features and information you can access through the portal:

- **Schedule:** View your academic schedule, including training venue and time.
- **Assessment Results:** Check the outcomes of your assessments.
- **Fees:** Keep track of your tuition fees and any other associated costs.
- **Non-Participation Records:** Access records of your absences.
- **Contact Details:** Verify and update your personal contact information.





## Important Note on Assessment Outcomes:

Please be advised that it may take up to 5 working days for your assessment outcomes and/or training outcomes to be updated on the Student Portal after you have received written feedback from your trainer.

## International Student Visa Holders:

As an international student visa holder, it is a requirement of your visa to update Global College Australasia within seven (7) days if there has been any change in your contact details. You can update these details in person at any Global College Australasia campus using the Student Change of Details Form or via the online Student Portal. This update should also include emergency contact details if they have changed.

## Important Announcements:

Any crucial news or messages from Global College Australasia will be posted in the Student Portal for your attention. Please check the portal regularly to stay up to date with all important information.

## Global College Australasia: Student Email Policy & Guidelines

### Activation and Privacy

- Your email account ([yourstudentnumber@globalcollege.edu.au](mailto:yourstudentnumber@globalcollege.edu.au)) will be activated during orientation.
- Change your password immediately upon first login and at least monthly thereafter.

### Communication & Importance

The college's official communication is through this email.

Emails may contain crucial academic or administrative information. Failure to check your email doesn't exempt you from disciplinary actions.

### Email Usage Policy

- Do not send defamatory, copyright-infringing, or confidential material.
- Avoid sending emails that are offensive, demeaning, or harassing.
- Impersonation and unauthorised computer use are prohibited.

Excessive private use and mass emailing not related to academic or administrative purposes are not allowed.

### SMS Reminders

Courtesy SMS reminders may be sent for urgent emails. Do not ignore these.

### Assessment Policy

Submit all electronic assessments only through your college email. Submissions through personal emails will not be accepted.

For technical issues, contact the Student Services Team.





## **A Simple Guide to Working in Australia for International Students at Global College Australasia**

### **Can I Work While Studying?**

Certainly, but there are important guidelines to follow:

- **Before Your Course Starts:** You're usually not allowed to work (check your visa conditions).
- **After Your Course Begins:** You may work up to 48 hours per fortnight (check your visa conditions, this may be subject to change).
- **During Scheduled Course Breaks:** You can work unlimited hours (again check your visa conditions, this may be subject to change).

**Important:** Your studies are your priority. Make sure your work doesn't conflict with your classes or any work-based training that's part of your course.

### **Need Help Finding a Job? We're here to assist you!**

At Global College Australasia, we have Student Support Officers who can guide you in your job search.

You can also find jobs through newspapers and popular job websites like [www.seek.com.au](http://www.seek.com.au) and [www.careerone.com.au](http://www.careerone.com.au)

### **Your Rights and Pay**

You have the same workplace rights as all other workers in Australia!

- You must be paid at least the minimum wage.
- You will receive a payslip each time you're paid.

**Note:** It might be challenging to secure employment, so don't solely rely on job income for your living expenses.

### **Need More Information?**

For visa and work regulations, check the Department of Home Affairs website: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

To understand your work rights and minimum pay, visit the Fair Work Ombudsman website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

If you have any more questions or need further help, feel free to reach out. We're committed to making your study and work experience in Australia as smooth as possible!



## A Simple Guide to Managing Your Taxes and Superannuation in Australia

- Tax File Number (TFN)

Before you start working, you'll need a Tax File Number (TFN). This is a unique ID that connects you to Australia's tax system.

How to Get a TFN:

- Apply online at ATO's website: [www.ato.gov.au/Individuals](http://www.ato.gov.au/Individuals)
- Alternatively, you can call 13 28 61 between 8am and 6pm, Monday to Friday.
- For translating and interpreter services, call: 13 14 50.

Note: If you don't give your TFN to your employer, they'll tax you at the highest rate, meaning you'll have less money in your paychecks.

### Tax Returns

If you overpay your taxes, you can get a refund by filing a tax return. This is done annually between July 1 and October 31.

How to File a Tax Return:

- Lodge it online for free using e-tax on the ATO's website.
- Use a registered tax agent (find one at TPB's website).
- Expect your refund within 14 days if you file online.

### Superannuation

If you earn more than AU\$450 per month before tax, your employer must contribute an additional 11.5% (post July 1, 2024) of your pre-tax wage to a pension account, known as superannuation.

Selecting a Superannuation Fund:

- Your employer can recommend one.
- Or you can choose your own, like ING Living Super, Virgin Money Superannuation, or Hostplus.

### Getting Your Superannuation When You Leave Australia:

To check your eligibility and apply for your superannuation payment, visit the ATO website: [www.ato.gov.au/Individuals](http://www.ato.gov.au/Individuals)

We're here to support you. If you have more questions or need further assistance, don't hesitate to reach out to us at Global College Australasia!





## Managing Your Finances at Global College Australasia

### Paying Your Tuition Fees

To secure your spot at Global College Australasia, tuition fees should be paid in advance. We offer several payment options for your convenience.

#### 1. Bank Cheque or Bank Draft:

Make the cheque payable to 'Global College Australasia.'

#### 2. Electronic Funds Transfer (EFT):

- Bank: Commonwealth Bank of Australia
- Bank Address: Shop 4–7, 2–18 Saint Quentin Avenue, Claremont, Western Australia, Australia
- Account Name: Global College Australasia
- BSB: 066104
- Account Number: 10320961
- SWIFT Code: CTBAU2S

Important: Please make sure to include your student number when making an EFT.

#### 3. Credit Card:

- Payment via credit card is accepted only at Global College Australasia.
- A 2% surcharge will be added to the total amount.

#### 4. EFTPOS and Debit Card:

- This is also payable only at Global College Australasia.

### Additional Fees and Charges

Please be aware that you might encounter some additional fees and charges while at Global College Australasia. All fees are quoted in Australian Dollars and may be subject to change. For a detailed list of these additional fees, please consult our official website or contact the college administration.

Feel free to reach out if you have more questions about managing your finances with us. We're here to help!





## Understanding Monthly Expenses and Banking in Australia

As a student in Australia, it's essential to budget for the various expenses you'll face. Here's a breakdown of some typical costs:

| Expense                 | Estimated Cost       |
|-------------------------|----------------------|
| Temporary accommodation | \$90–\$150 per week  |
| Shared rental           | \$85–\$215 per week  |
| Homestay                | \$235–\$325 per week |
| Rental accommodation    | \$165–\$440 per week |
| Groceries & eating out  | \$80–\$280 per week  |
| Gas & electricity       | \$35–\$140 per week  |
| Phone & Internet        | \$20–\$55 per week   |
| Public transport        | \$15–\$55 per week   |
| Car (after purchase)    | \$150–\$260 per week |
| Entertainment           | \$80–\$150 per week  |

Source: [Study in Australia - Living Costs](#)

For a more detailed estimate, you can use the [Student Cost of Living Calculator](#).

## Setting Up a Bank Account

You can open an account with any bank, credit union, or building society in Australia. Four key banks are:

- [Commonwealth Bank](#)
- [National Australia Bank \(NAB\)](#)
- [Westpac](#)
- [ANZ](#)

To open an account, you will need:

1. Passport (with Australian arrival date stamped)
2. Student ID card
3. Money for an initial deposit (as little as \$10)
4. Tax File Number



For bank account comparisons, visit [Banks.com.au](http://Banks.com.au)

## Bank & ATM Locations

- <https://cba.banklocationmaps.com.au/en/atms/aus/western-australia/perth-cbd>
- <https://www.nab.com.au/locations>
- <https://www.westpac.com.au/locateus/>
- <https://www.anz.com.au/locations/#/>

## Banking Hours

- Monday to Friday, 9 am to 4 pm (except public holidays)
- Some branches may have extended hours and Saturday operations.

## ATM Safety & Usage

- Use ATMs from your bank to avoid extra charges.
- Use your PIN carefully; never share it with anyone.
- Be cautious of your surroundings, especially at night.

## EFTPOS

You can pay for goods and withdraw cash at places like supermarkets using EFTPOS. Just like ATMs, your PIN is essential for EFTPOS transactions.

## Paying Bills

- You can pay bills via cheque, online banking, or direct debit.
- Be cautious with direct debits; make sure you have sufficient funds to avoid overdraft charges.

For more information on banking safety, consult the Australian Bankers' Association Inc: <https://www.ausbanking.org.au/>

This guide should help you manage your finances effectively while studying in Australia.

Feel free to reach out if you have any questions!

## Work-Based Training at Global College Australasia: What You Need to Know

### What Is Work-Based Training (WBT)?

Work-Based Training, or WBT, is a part of certain courses at Global College Australasia. It gives you the chance to apply what you've learned in a real-world setting. The Fair Work Ombudsman refers to this as a 'Vocational Placement.'

### How to Arrange a WBT?

You can either find a placement yourself, or Global College Australasia can help you find one.





Just make sure it aligns with your course requirements.

## Will I Get Paid?

Generally, these placements are not paid, as per guidelines from the Fair Work Ombudsman. If you do get paid, it becomes a different kind of work arrangement, and you would need to manage your own insurance coverage.

## How Many Hours Do I Need to Commit?

For WBT: Each course (where required as part of the course) has stipulated WBT hours and placement conditions required. See section in this Student Handbook on Work Based Training.

## Can I Work Part-Time Too?

Currently if you're on a Student Visa, you can work up to 48 hours per fortnight in addition to your WBT hours.

**IMPORTANT: Always check your visa conditions prior to entering into a work contract. Global College Australia has no jurisdiction, responsibility, or accountability in this matter.**

## When to Contact the Fair Work Ombudsman?

If you have questions about work rights or face issues with your placement, you can consult the Fair Work Ombudsman.

## Concerns About Your Student Visa?

You are entitled to Australia's minimum pay and rights. The Fair Work Ombudsman and the Department of Home Affairs can assist you with any concerns.

## Additional Resources

- Fair Work Infoline or Interpreter Service at 131450

## Work restrictions for student visa holders

From 1 July 2023, student visa holders will be restricted to 48 hours of work a fortnight

From 1 July 2023, student visa holders can work no more than 48 hours a fortnight while studying. Student visa holders have no work restrictions when their course of study or training is not in session. This ensures that student visa holders are able to focus on obtaining a quality Australian education and qualification, while remaining able to gain valuable work experience, and contribute to Australia's workforce needs.

Information above deemed correct as of July 2023 and subject to further change.

Please consult the Department of Home Affairs website for up-to-date information:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa>



## Need Help with Your Education Experience in Australia? Contact the Overseas Students Ombudsman!

### Who Are They?

The Overseas Students Ombudsman (OSO) is your go-to place for sorting out issues you might have with private educational institutions in Australia. Their services are free, independent, and unbiased.

### How to Reach Out?

- Website: Overseas Students Ombudsman
- Phone: 1300 362 072
- Operating Hours: Monday to Friday, 9:00am - 5:00pm (Australian Eastern Standard Time)

### What You Should Know

In Australia, you have the right to speak up. Feel free to file a complaint or appeal.

If the OSO decides not to look into your issue, they'll let you know and guide you to someone who can help. Should they decide to investigate, they'll reach out to Global College Australasia to find out what happened. Your privacy is important; all your details will be treated according to Australian privacy laws.

### What Can the Ombudsman Do?

If they find that Global College Australasia messed up or treated you unfairly, they can recommend actions like:

- Apologies to you
- Revising a decision
- Changing policies or procedures

If the appeal goes in your favor, Global College Australasia will promptly implement any required actions and let you know.

### Detailed Contact Info

- In-Person: By appointment only. Call to make one.
- Address: Level 2, Albert Facey House, 469 Wellington Street, Perth WA 6000
- Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

### National Relay Service:

- TTY or modem: 133 677 (then ask for 1300 362 072)
- Speak and Listen: 1300 555 727 (then ask for 1300 362 072)

### Interpreter Service:

- In Australia: 131 450
- Outside Australia: +61 3 9203 4027



Information booklets are available at the Global College Australasia Reception Desk and in the Student Support Offices.

## Your Guide to Education Agents

### What Are Education Agents?

If you've decided to study in Australia and know your preferred course and institution, you can directly enroll with Global College Australasia. Alternatively, if you need extra assistance with admission or visa applications, you can opt for the help of an education agent. These agents can guide you through the admission and visa application processes, provide information on life and study in Australia, and even share personal experiences if they have studied in the country.

### How Can They Help?

- Admission Applications: Step-by-step guidance through the application process
- Visa Applications: Helping you navigate the complexities of visa requirements
- Life in Australia: Insider tips and advice on living and studying in Australia

### Are They Credible?

Global College Australasia maintains third-party agreements with reputable education agents to ensure reliable and accurate student recruitment. A list of affiliated education agents can be found on the Global College Australasia website.

### Consumer Protection

Australia takes consumer rights seriously. If you encounter any problems or have questions concerning your consumer rights, contact the relevant government trade and consumer agency. For more information, visit [Australia Government Consumer Law or Consumer Law Website](http://www.accc.gov.au).  
<https://www.accc.gov.au>

## Beware of Scams: A Safety Guide for Students

Scams exploit trust and create a range of emotional responses, such as helplessness, humiliation, anger, or guilt. Knowing how to identify and handle scams is essential for your well-being and safety.

### What to Do if You Suspect a Scam

If you believe you're being targeted, take these immediate steps:

- Stop all communication with the suspected scammer.
- Report it to local law enforcement or your consulate straight away.

### Protect Yourself: Tips from the Australian Federal Police (AFP)

- Be sceptical of unsolicited calls making threats about arrest or deportation.
- Never disclose personal, credit card, or online account details unless you initiated the call and trust the source.
- If you've provided bank details to a suspected scammer, contact your financial institution immediately.



## GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

**Moore St Campus**  
21 Moore Street, East Perth, WA 6004  
**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

- Always consider the likelihood of a scam when dealing with unsolicited contacts, regardless of how you're contacted.

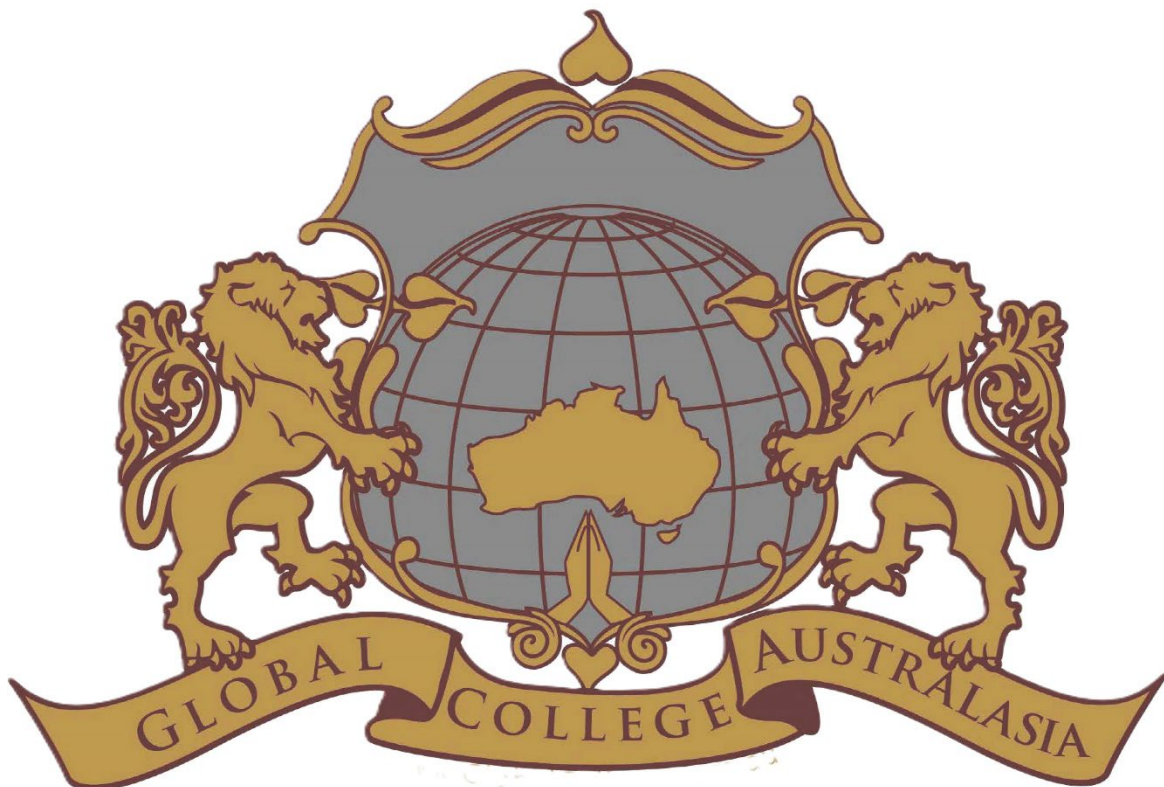
### Support and Resources

If you have concerns about your identity, contact IDCARE on 1300 432 273.

For More Information, Visit:

- Australian Federal Police Website: <https://www.afp.gov.au>
- Scamwatch: <https://www.scamwatch.gov.au>
- IDCARE: <https://www.idcare.org>

You can also consult our Student Support Officers for further assistance.





## International Student VISA Guidance:

At Global College Australasia, we understand the unique challenges faced by international students. Our dedicated support services are designed to help you navigate both your academic journey and the specific requirements associated with maintaining your student visa status in Western Australia. Below, you will find detailed information on visa requirements, your Confirmation of Enrolment (CoE), Letter of Offer, and the importance of maintaining up-to-date contact information.

### 1. Understanding Your Student Visa Requirements

As an international student, you are required to comply with the conditions of your student visa throughout your stay in Australia. This includes full-time enrolment in a course that meets the Australian Government's requirements and adherence to the rules set out by both the Department of Home Affairs and our institution.

#### Key Visa Compliance Points:

- **Enrolment:** You must remain enrolled and maintain satisfactory course progress and attendance.
- **Address Updates:** You must inform us within 7 days of any changes to your residential address in Australia.
- **Health Insurance:** It is mandatory to maintain adequate health insurance for the duration of your visa.

### 2. Confirmation of Enrolment (CoE)

Upon acceptance into your chosen program, you will receive a Confirmation of Enrolment (CoE). This important document is essential for:

- **Visa Application:** Applying for your student visa.
- **Visa Renewal:** Renewing or extending your student visa.
- **Proof of Enrolment:** Showing lawful enrolment in a registered course.

### 3. Letter of Offer

Before issuing the CoE, we will send you a Letter of Offer, which outlines:

- **Course Details:** Information about the course you will be undertaking.
- **Fees:** Detailed fee structure including tuition, administration fees, and any other applicable charges.
- **Terms and Conditions:** Conditions that you must accept to finalise your enrolment.





## Responding to Your Letter of Offer:

- You are required to carefully read, sign, and return the Letter of Offer if you agree to the terms and conditions stated.

## 4. Maintaining Contact Information

It is crucial that you keep your contact information, including your current address, up to date at all times. This ensures that:

- **Communication:** You receive all important communications from the institution without delay.
- **Compliance:** You comply with the visa conditions related to residency reporting.

## Procedure for Updating Your Information:

- Notify the student services or international office within 7 days of any change in your contact details.

## 5. Reporting Requirements

We are obligated by Australian law to report certain situations to the appropriate authorities, including:

- **Unauthorised Absences:** Repeated or prolonged unexcused absences from your course.
- **Lack of Progression:** Failure to progress satisfactorily in your studies due to failing grades or not completing course requirements.

## Impact on Your Visa:

- Such reports can affect your visa status and your rights to remain in Australia.

## 6. Duty of Honesty and Open Communication

If your circumstances change, or if you encounter difficulties affecting your studies or compliance with visa conditions, it is imperative that you inform us immediately. We are here to support you and provide assistance, whether it's academic support, counselling, or advice on visa matters.

## Our Commitment:

- We are committed to supporting your educational goals and ensuring your time in Australia is successful and compliant with all regulations.

## Contacting Student Support Services:

- For any assistance, please contact our student services or international office. We are here to help you every weekday from 8 AM to 5:00 PM.



## TRAINING and ASSESSMENT

### Introduction to Vocational Education and Training (VET)

Vocational Education and Training, commonly known as VET, gives you the practical skills and know-how to get a job. Whether you're aiming to start work, switch careers, improve your skills, or plan further education, VET courses from Global College Australasia are designed to help you achieve your aims. We offer a diverse array of courses in fields such as, Hospitality, Business, Management, and English.

### Training Delivery

Global College Australasia is a Registered Training Organisation (RTO). This means we are in charge of ensuring high-quality training and assessments. We also issue official certificates under the Australian Qualifications Framework (AQF). All of this is done according to the rules and regulations set by the Australian Government. These guidelines can be found in relevant training packages on the official Australian Government website for training ([www.training.gov.au](http://www.training.gov.au)) and in the Australian Qualifications Framework ([www.aqf.edu.au](http://www.aqf.edu.au)). Specific requirements for all course units are listed on these websites.

### Course Delivery Methods

At Global College Australasia, courses are taught through a blend of different methods to provide a comprehensive learning experience. These methods include:

#### Supervised Face-to-Face Learning and Assessment

You will have scheduled 20 hours per week with 2 days face to face (7.5 hours x 2 ) plus ½ day of structured sessions. These sessions cover everything from lectures and assessments to group activities. You'll take part in discussions, simulated exercises, role-plays, and observations. You might also have the chance to listen to guest speakers or go on educational trips. This is where you'll complete various types of assessments like projects and practical tasks.

Additionally, the learners are provided with a Structured Activities Guide for each unit which has been designed to provide the learners with a framework for further instruction and practice to be undertaken relevant to units of competency.

Learners are scheduled to participate in these activities on Day of their study. Refer to timetable for more information.

Activities include videos, audio and articles to support learner knowledge and activities to participate in to support learners to develop their skills, this could be observing practice in workplaces or practicing skills themselves. In the business area that may be typing tests, negotiation and communication practice scenarios. Refer to the Structured Activity Guides (SAG) for more information. Please discuss with the VET Manager should you have any questions about this.

Learners are required to complete the structured activities guides each week and submit to assessors,

Learners will submit SAGs through their Moodle portal so that documentation can be better tracked, traced and monitored. Trainer and assessors are responsible for ensuring that SAGs are submitted



weekly, where SAGs are not submitted, this information is passed onto administration and incorporated into course progression and attendance processes.

## Unsupervised Learning and Assessment

In addition to classroom learning, we recommend that you dedicate around 4-6 hours per week (depending on your course level) to unsupervised activities. This could involve online research, discussions in online forums, workshop tasks, and structured reading. You'll also complete assessments like projects and work tasks during this time. Apart from the structured learning activities, you are encouraged to invest an extra 2-5 hours per week (depending on your course level) in unstructured learning. This self-study time can include private reading, your own research which can only enhance your course employability and skills/knowledge enhancement.

For details on study plans and intake periods for each qualification, please consult the Global College Australasia website: <https://www.globalcollege.edu.au>

## Assessment Timetable

When you begin a new unit or class, you will receive an Assessment Timetable. This timetable provides you with all the essential details about the unit's requirements. It outlines your days of 20 scheduled contact hours.

## Compliance with Rules and Principles

As a Registered Training Organisation, Global College Australasia is committed to maintaining the highest quality in assessments. All assessments we conduct follow the Principles of Assessment and Rules of Evidence as set forth by governing bodies.

## Principles of Assessment

### Fairness

We make sure to consider each student's unique needs during the assessment process. When needed, Global College Australasia makes reasonable adjustments to ensure the process is fair for everyone. We also inform you about how the assessment works and give you a chance to question the results and, if needed, retake the assessment.

### Flexibility

Our assessments are flexible to fit your needs. They:

- Take into account what you already know and can do, no matter where you learned it.
- Use different types of assessments that are suitable for the course, the skills being assessed, and you as an individual.

### Validity

Our assessments are designed to truly measure what they are supposed to measure. This means that:



- They cover all the essential skills and knowledge you need for the course.
- They combine tests of your knowledge with practical tasks.
- They require evidence that shows you can use these skills and knowledge in different, yet similar situations.

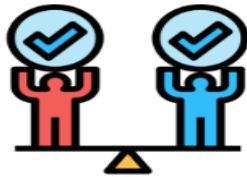
The evidence you provide will be strictly matched to the specific course requirements.

## Reliability

We aim for consistency in assessments. This means that no matter who is assessing you, the criteria and the results will be the same.



**VALID**



**FAIR**



**RELIABLE**



**AUTHENTIC**

## Rules of Evidence

All of these rules are critical, and none should be considered more important than the others. Our assessments are designed to reflect a balanced consideration of all these rules.

### Validity

This rule ensures that you truly have the skills, knowledge, and abilities specified in the course module or unit. In simple terms, the assessment accurately measures what it is supposed to measure.

### Sufficiency

Sufficiency ensures that the evidence you provide is enough to confidently judge your abilities. It considers the quality, amount, and relevance of the evidence you present.

### Authenticity

This rule verifies that the work you submit for assessment is genuinely your own. We need to be sure that you did the work yourself and not someone else.

### Currency

Currency focuses on how recent your evidence is. It's important that the skills and knowledge you show are current and up to date, meaning the evidence should be from the present or very recent past.

*The above information Principles of assessment and Rules of Evidence are taken from the User's Guide to the Standards for RTOs 2015.*

## Assessment Outcomes



The result of each assessment will be either 'Satisfactory' (S) or 'Not Satisfactory' (NS). To be deemed competent in a unit, you must receive a Satisfactory outcome for all assessments.

If you do not receive a Satisfactory outcome for any single assessment, you cannot be considered competent for that unit. To earn a qualification (Certificate, Diploma or above), you must receive a Satisfactory outcome for all units in the course, including both core and elective units.

If you are unable to receive a Satisfactory outcome for all units, you will receive a Statement of Attainment that lists the units you have successfully completed.

## Reasonable Adjustments

GCA is committed to accommodating the needs of students with disabilities or specific needs. We welcome discussions on 'reasonable adjustments' that can be made to learning and assessment processes. All requests will be carefully considered, and adjustments will be made where it is reasonable and practicable to do so. However, these adjustments should not compromise the integrity of competency-based training and assessment.

## Certificates

Various types of certificates are issued, based on our approved qualification scope. These include:

### Qualification Certificates:

Only issued once you've been deemed competent in all relevant units of competency.

### Record of Results:

This accompanies a Qualification Certificate, listing all achieved units of competency.

### Statement of Attainment (SOA):

Issued when you are deemed competent in one or more units of competency. You can request a SOA at any time.

Certificates are posted to the address listed in your client account. It's your responsibility to keep this information current.

## Course Delivery

GCA ensures quality training by providing qualified trainer/assessors, appropriate course materials, and necessary equipment and facilities. Training often includes a blend of training methods.

### Flexible Delivery

Flexible delivery allows you greater control over your learning process. Various delivery modes are available, including face-to-face classroom, workplace-based, structured activities, and Recognition of Prior Learning (RPL).

### Language, Literacy, And Numeracy





We make appropriate accommodations without compromising the integrity, equity, and fairness of assessments.

## Recognition

You have the opportunity to apply for recognition based on your prior skills and knowledge. This can save you time and effort as you won't have to undergo training for skills you already possess. Contact our designated representative to start the application process.

## Recognition Process

Recognition is a formal method for assessing your existing competencies against a specific unit of competency you are enrolled in. It's crucial to understand that Recognition is an assessment process, not an assumption of competence. The process takes into account:

- Previous formal training
- Work experience
- Life experience

The focus of Recognition is on what you have learned, not how, where, or when you learned it. This process helps to determine your advanced standing in relation to a course or qualification. It's your responsibility to document and present evidence to support your claim for Recognition. All documents provided should be originals, which will be copied and returned to you. Additionally, all evidence should be your own, and any work of others must be formally acknowledged.

## Recognition Decision

For a Recognition decision to be made, Assessors must be confident that your submitted evidence meets specific criteria, such as:

- Fulfilling all requirements of the Unit of Competency
- Meeting any Regulatory requirements
- Confirming Authenticity - ensuring the evidence is your own
- Demonstrating consistent and reliable performance
- Meeting industry standards and those set out in the Australian Qualification Framework (AQF)
- Providing sufficient evidence for a judgment to be made

GCA aims to maintain consistency in the judgments made by Assessors against competency standards. Based on the evidence you present; your Assessor will determine whether you are:

- Competent (C): You've met all requirements of the Unit of Competency
- Not Yet Competent (NYC): You haven't yet met all requirements

If you're deemed NYC, you will receive guidance on your next steps. You're entitled to a second attempt; failing that, re-enrollment will be necessary. For more details, please consult the GCA Recognition policy.

## ACCESSIBILITY AND INCLUSION



## GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

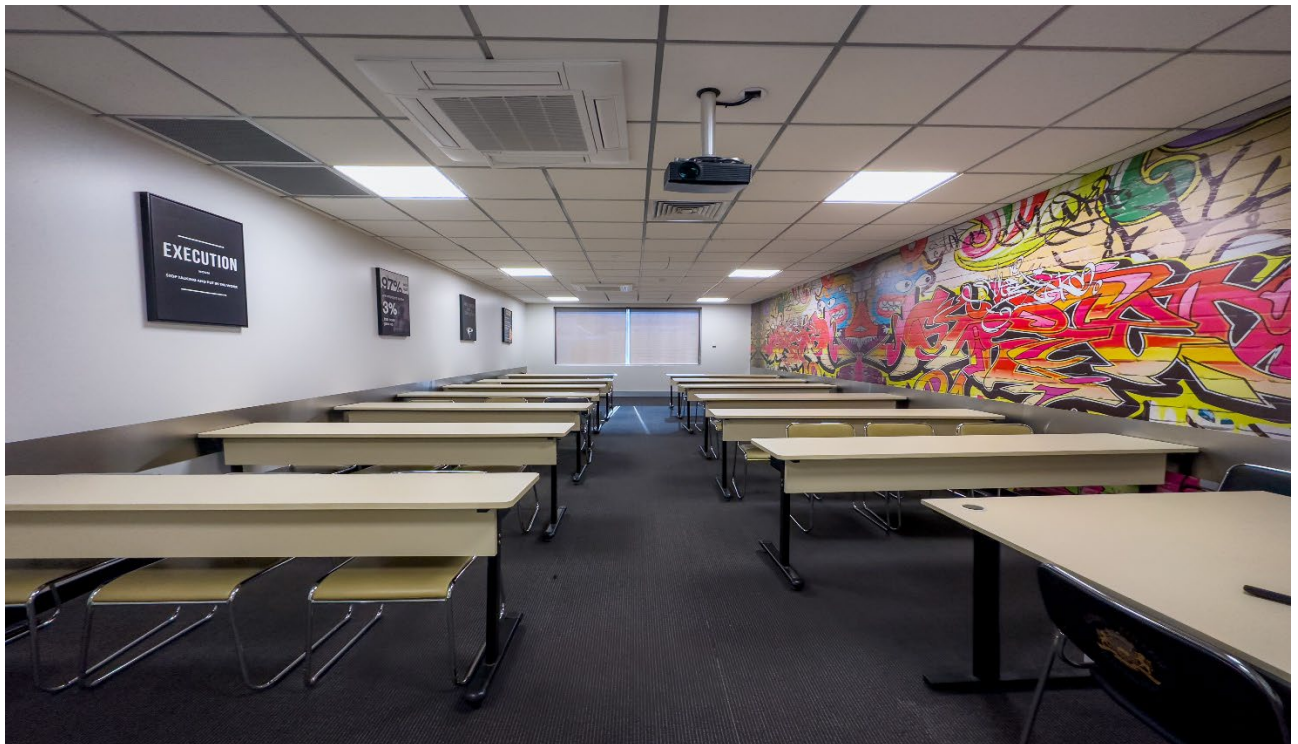
**Moore St Campus**  
21 Moore Street, East Perth, WA 6004  
**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

Prospective learners who plan to enroll in GCA's educational programs are encouraged to disclose any conditions or challenges that could affect their successful participation in training and assessment. These may include but are not limited to language, literacy, numeracy skills, or specific learning differences such as dyslexia.

Individuals with disclosed conditions are invited to consult with the Director to discuss any accommodations or modifications that may be beneficial for their academic success. The Director will collaborate with the individual to assess and customise a learning strategy that aligns with their specific needs while upholding the integrity of the training program.

### Educational Facilitators

All Educational Facilitators at GCA hold qualifications in both training and assessment, as well as in the vocational domains they are responsible for. These professionals possess practical, real-world experience in addition to their academic qualifications. To ensure the highest quality of instruction, they regularly update their skills to stay aligned with industry standards.





## Assessment Support Services

### Welcome to Our Support Services

At Global College Australasia, we are committed to providing you with extensive support throughout your educational journey, especially tailored to meet the needs of our international students. Understanding and accessing our support services will help you succeed in your studies, manage your coursework effectively, and enhance your learning experience. Below, you will find detailed information on various aspects of our support services, including structured activity sessions using Moodle for supported learning, and the importance of regular class day logins.

#### 1. Structured Activity sessions study

Structured Activity sessions allows you to learn at your own speed and according to your own schedule. This method is particularly beneficial when you are balancing studies with other responsibilities such as work or family.

#### Benefits of Structured Activity sessions:

- **Flexibility:** You attend as per your timetable given to you at indication.
- **Control:** Manage your learning intensity and progress without waiting for others.
- **Customisation:** Focus more on areas that you find challenging and skim through topics you're already comfortable with.

#### How to Thrive in your Structured Activity sessions:

- **Set Regular Study Times:** Just like a regular class, it is scheduled for specific times for studying to ensure consistency.



- **You have a Study Plan and Timetable:** This breaks down your courses into manageable tasks and enables you to set deadlines for yourself.
- **Stay Motivated:** Keep your goals in mind and remind yourself why you are studying.

## 2. Using Moodle

Moodle is our primary online learning platform that hosts your digital classroom. Through Moodle, you can access course materials, submit assignments, participate in discussions, and track your progress.

### Key Features to Utilise on Moodle:

- **Course Materials:** Download lectures, notes, and reading materials.
- **Assignment Submission:** Upload your coursework directly on the platform.
- **Forums and Chats:** Engage with classmates and instructors to enrich your learning experience.
- **Grades and Feedback:** View your learning and feedback from instructors to improve your performance.



### Moodle Tips:

- **Use Translation Tools:** If you find language a barrier, consider using browser-based translation tools to understand content better.
- **Practice Regularly:** Frequently using Moodle will help you become more comfortable with its features and functionality.

## 3. Importance of Class Day Login

Logging into Moodle on designated class days is crucial. Regular login ensures you are up to date with the course schedule, assignments, and any announcements from your instructors.

### Why Regular Login is Important:

- **Engagement:** Stay connected with the learning community.
- **Updates:** Receive timely information about your courses.
- **Consistency:** Develop a routine that supports effective learning habits.





## Completing Activities:

- Each course module may have activities like quizzes, forums, and assignments designed to reinforce your learning. Completing these activities on time helps solidify your understanding and contributes to your overall grade.

## 4. Trainer Assessors Availability

Our Trainer Assessors are available every day from 8 AM to 5:00 PM to support you in your studies. They can assist you with course content, provide feedback on assignments, and help clarify any doubts you may have.

## Available Support Includes:

- **Academic Guidance:** Help with understanding course materials and assessment requirements.
- **IT Support:** Assistance with technical issues on Moodle or other online resources.
- **Student Services:** Advice on managing your studies, coping with stress, and planning your academic path.

## Contacting Support:

- You can reach out via Moodle messaging, email, or through designated contact numbers provided on the student portal.

**Remember, our goal is to provide a supportive, flexible, and inclusive learning environment that adapts to your individual needs, especially for our student community.**

**You are encouraged to take full advantage of the resources and support available to maximise your learning potential.**

## WORK BASED TRAINING (WBT)

### Going on Work Placement

Going on a work placement offers invaluable real-world experience that complements your academic learning. It's an opportunity to apply the theoretical knowledge gained in the classroom to practical situations. Moreover, a work placement helps you expand your professional network, possibly leading to future employment. However, it's essential to approach this experience with commitment. Being punctual and engaged reflects well on you and maximises the benefits of the placement. Overall, work placement is an enriching component of vocational education that requires your full commitment for a rewarding experience.





## Welcome to Allure Café

Allure Café is more than just a place to enjoy a cup of coffee or a delicious meal. It functions as a vibrant, student workplace, dedicated to providing students with hands-on experience in the culinary arts. Under the direct guidance and mentorship of experienced chefs, students are given the opportunity to dive into the world of gourmet cooking, food preparation, and customer engagement.

From creating exquisite dishes to interacting with actual customers, students at Allure Café are immersed in real-world business and hospitality operations. This unique environment allows them to grow and hone their skills, preparing them for a successful future in the culinary field.

The café's commitment to excellence not only delights its patrons but also molds the culinary leaders of tomorrow. It provides a controlled, comfortable environment, complete with state-of-the-art fixtures, ensuring that students can focus on their tasks and excel in a setting that truly mirrors a professional kitchen.

Allure Café is a testament to the innovative approach that Global College Australasia takes towards education. By seamlessly integrating practice with education, it elevates the learning experience to new culinary heights. Whether you are a student, a food enthusiast, or someone curious about the intersection of education and gastronomy, Allure Café welcomes you to explore and indulge in a unique culinary journey.





## Getting to Work Based Training (Public Transport & Parking)

Travelling around Perth is made easy with Transperth. Transperth offers Central Area Transit (CAT) Buses free of charge in the Perth CBD.

Transperth also offers bus services in all major areas of Perth. See next page for a map of swan river bus services.

As a student at GCA, you are eligible for:

- A Tertiary Smart Rider, where you save 20% off transport fares.
- A 20% discount off any purchase in Allure café.

Application forms for smart rider can be accessed via GCA student support services in person. Once you have completed your application, we will certify your document which you need to submit to Transperth.

Transperth's CAT buses offer you a free, fast, and convenient means of travelling around the Perth CBD. Whether you are in the CBD for shopping or travelling to an appointment, our CAT services make it easy to move around the city.

### Blue CAT

Travels North/South between Perth Busport and Kings Park, via Perth Station and Elizabeth Quay Bus Station.

Operates every day of the year, excluding Good Friday, Anzac Day, and Christmas Day.

### Green CAT

Travels between Elizabeth Quay Bus Station and Leeder Ville Station, via City West Station.

Operates Monday to Friday, excluding Good Friday, Anzac Day, and Christmas Day.

### Purple CAT

Travels between Elizabeth Quay Bus Station and QEII Medical Centre and UWA via Kings Park and Thomas St.

Operates every day of the year.

### Red CAT

Travels East / West between Matagarup Bridge (East Perth) and West Perth, via Perth Station and Perth Underground Station.

Operates every day of the year, excluding Good Friday, Anzac Day, and Christmas Day.

### Yellow CAT

Travels between Claisebrook Station (East Perth) and West Perth, via Perth Station.

Operates every day of the year, excluding Good Friday, Anzac Day, and Christmas Day.



## About Work Based Training

Welcome to the Allure Café Work Based Training Program! Here you'll find important things you need to know about your rights and what you must do during your time at this workplace. This information will help you make the most of your time there.

### What's Work Based Training?

Work Based Training is when you go to work in a real business to learn and practice what you've been studying. You'll be there for a set time and it's part of your course. It's like a mini job where you can use what you've learned.

### Why Is It Good?

Being in a practical placement helps you:

- Use what you learned in a real job
- Learn new skills that businesses like
- Find out what employers want
- Have more job choices in the future

### What Must You Do?

While you're at the workplace, you must act like a new worker. Follow the rules, listen to the Chef, and be safe. There will be specific rules about safety and other things at your workplace, and you must follow them.

In simple words, this is a chance for you to learn on the job and understand what it's like to work in the real world. It's a valuable experience that will help you now and in the future. If you have any questions, don't hesitate to ask your Work Placement Coordinator!

### Attitude

To benefit from the practical placement, the right attitude is very important.

You will need to:

- Be willing to learn
- Complete the tasks assigned to you by Chef
- Listen to instructions and ask questions
- Be polite, courteous, and well-mannered with all staff members
- Dress appropriately
- Follow all workplace policies and procedures

### Attendance and Being on Time

Your new workplace expects you to be on time every day. Here's what you need to do:

Start your work right when you're supposed to

Only take the time given for lunch and breaks, then get right back to work

If you can't be there, tell your boss at the workplace and GCA administration right away.



## Staying Safe

Staying safe at work is really important. You must follow the rules for safety, like:

- Wearing your kitchen clothes and shoes to keep you safe
- Always being safe in how you work
- Telling someone if you see something that's not safe

If something goes wrong, tell the Chef if you are a cookery student or lecturer if you are a business student and inform GCA administration right away.

## If You Have a Medical Condition

Tell GCA administration and Chef at the workplace if you have a health problem or disability that might affect your work. Sometimes, you might need a medical check before starting. If you need this, the GCA administration will tell you.

## How Will You Be Assessed?

Assessing how you did is a big part of your placement. The chef will document daily how you're doing. What you learn at work will be part of your final assessment, and you need to write down what you do in a special book called a logbook. GCA administration will talk to you about this and explain how you will be assessed.

In simple words, it's all about being on time, staying safe, being honest about your health, and understanding how you'll be assessed. If you have any questions, just ask!

## Return to placement after ill health

If you are unable to complete your placement due to ill health and are later able to return to the placement, GCA administration will provide placement in the same position for the remaining portion of the original agreement.

Before you return to placement, GCA administration will satisfy itself that you and others will be safe and that you or others will not be at potential risk. If GCA administration is not satisfied about the safety in the workplace, then an alternative may be organised.

## What if You Have Problems at the Workplace?

If something's not right at work placement, it's best to fix it as soon as you can. GCA administration, and your Chef at work have ways to sort out problems. If something's bothering you or going wrong, don't wait! Talk to your Chef and GCA administration.

But don't forget, your work placement is supposed to be a fun and exciting time. It's a chance to see what real work is like and learn important things that will help you get a job later. Enjoy it, learn lots, and make the most of this special chance! If you need help, just ask.



## What You Need to Do During Your Cooking Placement (WBT Training)

During your time at the workplace, you'll be working on different menus and service periods. Here's some of the things you'll need to do:

### Cooking Times:

You'll cook for different shift times, breakfast, lunch, and dinner, including any catered events that are requested.

### Different Menu Types:

You'll work with different types of menus:

- À la carte (customers choose from a list)
- Table d'hôte (a set meal with choices)
- Buffet (lots of food set out for people to choose)

### Cooking Different Foods:

You'll make different things like:

- Starters and salads
- Fish and seafood
- Hot and cold desserts
- Meat dishes/Chicken and other birds
- Pastries, cakes, and bread
- Soups and sauces
- Veggies, eggs, and grain dishes

### Plus, You Must Also:

- Handle many things at once (like cooking and talking to people)
- Work well with the other cooks, helping where you can
- Make special meals for people who ask or need them
- Get food ready in the time the kitchen normally takes

In simple words, you'll be doing lots of cooking and trying many different things. It'll be busy, but it'll be a great way to learn how to be a cook. Enjoy the experience, and if you have questions, just ask!

**PÂTISSERIE WBT**, you may explore various facets of the art of French pastry making. Here are some key aspects you might cover:

### Basic Techniques:

- Learn how to measure, sift, and mix ingredients accurately for precise results.

### Choux Pastry:

Master the art of creating éclairs, profiteroles, and cream puffs.

### Tarts and Tartlets:





- Get hands-on experience with creating classic fruit tarts and rich chocolate tartlets.

#### Macarons:

- Learn the techniques for making perfectly smooth and airy macarons.

#### Mille-Feuille:

- Create this multi-layered puff pastry filled with pastry cream from scratch.

#### Croissants and Danish Pastries:

- Understand the lamination process and create buttery, flaky pastries.

#### Brioche:

- Get comfortable with making this light, sweet loaf, ideal for breakfast or dessert.

#### Gâteaux:

- Create stunning layered cakes, complete with elaborate decorations.

#### Sugar Work:

- Introduction to sugar pulling and blowing for decorative elements.

#### Plating and Presentation:

- Learn the art of elegantly plating your desserts to enhance visual appeal.

#### Food Safety:

- Importance of maintaining a clean workspace, and proper food storage.

You will experience creating items to customer requirements and under the time constraints of a commercial bakery operation. On completion the aim is for you to have a comprehensive set of skills, enabling you to master the intricate art of French pastry making.

## Course Results

Course results serve as a tangible measure of your understanding and mastery of the subject matter. They reflect not just your academic performance, but also your commitment, discipline, and ability to apply knowledge in assessed tasks. Importantly, these results can be indicative of how well you're grasping the course content, providing both you and your instructors with valuable feedback. This allows for any necessary adjustments to your learning approach or study techniques. While it's essential to strive for excellence, it's equally crucial to view these results as part of your broader educational journey, using them to identify both strengths and areas for improvement.

## Application for Award or Statement of Attainment

Upon full or partial completion of a course, students are eligible to apply for either an Award or a Statement of Attainment, depending on the number of units of competency successfully completed.

To initiate the application, students must fill out the designated application form provided by the college. For international students, additional identification and course completion documentation may be required.



The application will undergo a formal review process by the compliance administration team to ensure it meets the standards set by Registered Training Organisations (RTOs) and the Australian Qualification Framework (AQF). Awards are given to students who complete all course units, while Statements of Attainment are issued for the successful completion of one or more units but not the entire course. Both will be sent to successful applicants by post, and electronic copies will be available via the student portal.

## A Milestone in Vocational Education: The Graduation Day

Today marks an important milestone in your vocational educational journey. With a certificate in hand, you are ready to face the challenges and opportunities that lie ahead in the professional world.

This isn't just an end, but rather the beginning of a launch pad that propels you into new realms of opportunity. The certificate you receive today is more than just paper; it's a testament to your hard work, skills, and commitment to lifelong learning.

The instructors who have guided you along this journey also share in this sense of achievement. They have witnessed your growth through hands-on training and academic rigor, and now they watch as you transition to the next phase, be it entering the workforce or continuing your education.

The awarding of the VET certificates stands as a testament to your skills and a credential that will serve you well in your future endeavors.

While today may mark the completion of one journey, it's the commencement of another equipped, empowered, and ready for whatever comes next.

## External Governing Bodies

External governing bodies play a vital role in maintaining the standard and quality of educational institutions, like Registered Training Organisations (RTOs) in Australia. These entities set the guidelines, standards, and frameworks that RTOs must follow for accreditation and continuous operation.

They make sure that training programs meet national quality standards, that evaluations are conducted in a reliable and fair manner, and that facilities and resources are sufficient for effective learning. In this capacity, they also act as regulatory authorities, performing periodic audits and assessments to ensure adherence to regulations. They help protect the interests of students, employers, and the community by making sure qualifications are nationally acknowledged and meet sector needs.

### Key Governing Bodies:

- Australian Skills Quality Authority (ASQA) - The national regulator for Australia's vocational education and training sector.
- Tertiary Education Quality and Standards Agency (TEQSA) - Regulates higher education including university-level vocational courses offered by RTOs.



- Australian Qualifications Framework (AQF) - Ensures that qualification levels across different education and training sectors are consistent.
- National Centre for Vocational Education Research (NCVER) - Responsible for collecting, managing, and analysing statistical information regarding vocational education and training.
- State and Territory Training Authorities - These bodies regulate vocational training at the state level and may differ between states.
- Department of Education, Skills, and Employment (DESE) - Federal body responsible for national policies and programs that help Australians access quality education and training.
- Industry Skills Councils - These bodies consult on competencies and training packages for specific industries.
- Australian Industry and Skills Committee (AISC) - Provides advice to Ministers on the implementation of policies related to vocational education and training.
- Skills Service Organisations (SSOs) - Funded by the Australian government to support Industry Reference Committees (IRCs) in their work to develop and review training packages.
- Education Services for Overseas Students (ESOS) - Provides regulatory requirements for education and training institutions offering courses to international students.

These bodies collectively ensure that RTOs in Australia meet stringent standards for education and training, both for domestic and international students.

## Frequently Asked Questions (FAQ)

Can I work while I study?

Yes, international pupils are generally permitted to work a specific number of hours per week during their educational term. However, it's essential to understand your visa conditions and please check with your Agent or lawyer or refer to Immigration Website for current work allowances as these are subject to change.

What is the tuition fee?

Tuition varies by course and duration. All fees are listed on our website, and payment plans may be available.

How do I pay my tuition fees?

Payment methods include bank transfer, credit card, or in person at our administration counters.

Is health insurance mandatory?

Yes, all international students must have valid health insurance for the duration of their studies.



When does the academic year start?

We are currently moving to a model of a 13 week term and all our current intakes will be moving into this calendar .Please consult the academic calendar for specific start dates. This will be given at your induction and explained to you clearly.

| Study Period 1<br>(Week Commencing) | Term break              | Study Period 2        |
|-------------------------------------|-------------------------|-----------------------|
| 28/07/2024-14/09/2024               | 15/09/2024 - 05/10/2024 | 6/10/2024-26/10/2024  |
| 27/10/2024-14/12/2024               | 15/12/2024-04/01/2025   | 05/01/2025-25/01/2025 |
| 26/01/2025-15-03/2025               | 16/03/2025-05/04/2025   | 06/04/2025-26/04/2025 |
| 27/04/2025-14/06/2025               | 15/06/2025-05/07/2025   | 06/07/2025-26/07/2025 |
| 27/07/2025-13/09/2025               | 14/09/2025-04/10/2025   | 05/10/2025-25/10/2025 |
| 26/10/2025-13/12/2025               | 14/12/2025-03/01/2026   | 4/01/2026-24/01/2026  |
| 25/01/2026-14/03/2026               | 15/03/2026-04/04/2026   | 05/04/2026-25/04/2026 |
| 26/04/2026-13/06/2026               | 14/06/2026-04/07/2026   | 05/07/2026-25/07/2026 |
| 26/07/2026-12/09/2026               | 13/09/2026-03/10/2026   | 04/10/2026-24/10/2026 |
| 25/10/2026-12/12/2026               | 13/12/2026-02/01/2027   | 03/01/2027-23/01/2027 |

**Academic Calendar 2024 - 2026**

Do you offer career services?

Yes, we offer career guidance, including workshops and one-on-one consultations, to help you better understand your career prospects in Australia.

What documents do I need for enrollment?

You'll generally need proof of identity, academic transcripts, and evidence of English language proficiency. Specific requirements are detailed on our website.

How do I apply for an extension for my assessments?

If you find that you need more time to complete an assessment, you should contact your assessor as soon as possible. You'll be required to fill out an extension request form detailing the reasons for your request. Note that extensions are generally only granted in extenuating circumstances.

Can I transfer my credits to another course or institution?

If the courses are both nationally recognised, you can usually transfer your credits to another course or institution. This is subject to the credit transfer policies of the receiving institution, and you'll need





to provide a Record of Results or a Statement of Attainment as evidence of your completed units. Always consult with your current institution and the receiving institution for specific guidance.

What if I have more questions?

Feel free to contact our admissions or student services team for any additional queries you may have.

## State-of-the-Art Business Centre

### Introduction to Our Business Centre

At GCA, we take pride in offering practical learning environments that simulate real-world business scenarios. Our state-of-the-art Business Centre is a standout facility designed to foster the growth and development of our student leaders and future managers. Managed by our capable student leaders, the Business Centre provides a unique opportunity for students to engage in a professional business setting, complete with real working offices and a boardroom.

#### Facilities and Features

**Working Offices:** Our Business Centre is equipped with fully functional offices that replicate a real corporate environment. These offices are designed to give students a hands-on experience in a professional workspace, where they can apply their theoretical knowledge in practical settings. Each office is equipped with modern office technology and tools, facilitating a learning experience that mirrors current industry standards.

**Boardroom for Critical Decisions:** The heart of any major business is its boardroom, and ours is no exception. Our boardroom is used for simulations of executive meetings and critical decision-making scenarios. It serves as a perfect backdrop for students to practice their negotiation, leadership, and decision-making skills in a realistically stressful environment, preparing them for future challenges in their careers.

#### Role-Playing Opportunities:

- The Business Centre is not just for those studying business-related courses; it is open to all students across various disciplines.
- We encourage students to participate as role-play customers, providing business students with real-time feedback and interaction. This interaction is invaluable as it adds a layer of realistic, customer service experience that can be rare in typical classroom settings.

#### Student Leadership and Management:

- The Business Centre is a student-led initiative, which means it is run by our student leaders who are responsible for managing the day-to-day operations. This responsibility includes scheduling meetings, managing resources, and overseeing the conduct of business simulations.
- This leadership opportunity is instrumental in developing crucial management skills among students, such as teamwork, leadership, responsibility, and organisational skills.

#### Accessibility and Participation:

- The Business Centre is open to all students from 8 AM to 5:00 PM every day.





## GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

**Moore St Campus**  
21 Moore Street, East Perth, WA 6004  
**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

- Students are encouraged to use the centre not only for academic purposes but also to enhance their understanding of business operations through observation and participation.
- Engaging in the Business Centre activities provides practical experience and enhances employability skills, making our students well-prepared for their future careers.

### **Benefits of Participating in the Business Centre Activities:**

- **Practical Experience:** Students gain hands-on experience by applying theoretical knowledge in a real-world environment.
- **Skill Development:** Participating in the centre helps in cultivating business acumen, critical thinking, and problem-solving skills.
- **Networking:** Interacting with fellow students and faculty in a professional setting enhances networking skills and builds relationships that can be beneficial for future career prospects.

### **Join Us at the Business Centre**

We invite all students to visit and participate in the activities at the Business Centre. Whether you are looking to sharpen your professional skills, observe business operations, or participate in decision-making processes, the Business Centre is your gateway to practical business education. Dive into this dynamic environment to build your skills, confidence, and prepare for your future career in the world of business.



## POLICIES

### College Policies

College policies serve as a framework for ethical and orderly operations within the educational institution. They outline the rules, procedures, and guidelines that govern the behaviors and decisions of students, faculty, and staff. These policies may cover a wide range of topics, from academic integrity and code of conduct to health and safety measures, privacy concerns, and the use of campus facilities.

By setting clear expectations and standards, college policies aim to create an environment that is conducive to learning, promotes fairness, and protects the well-being of the college community. Compliance with these policies is generally mandatory, and failure to adhere can result in disciplinary actions.

Therefore, it's essential for everyone in the college community to be familiar with and understand the importance of these policies. You can view all our college policies from our website: <https://www.globalcollege.edu.au> Written copies are available on request.

Here is a brief overview of key policies that govern our educational and operational standards. For a comprehensive understanding and further details, please refer to the full policy documents available on our website.

### Code of Conduct

Our Code of Conduct sets the standard for how students are expected to interact with each other, faculty, and staff. This includes guidelines on classroom behavior, respectful communication, and property rights.

### Breaches of Code of Conduct

A breach of the Code of Conduct refers to any violation of the rules and expectations set forth by the college. Consequences will vary depending on the severity and nature of the breach and can include disciplinary actions.

### Reporting Breaches

If you experience or witness any violations of our Code of Conduct, it's crucial to report the incident. Reporting mechanisms include contacting faculty, administrators, or designated officers within the college.

### Deferring, Transfer of Cohort (Suspend/Leave) or Withdrawal (Cancel)

Students have the option to defer their studies, transfer to a different cohort, or withdraw from their course under specific conditions, such as medical or family emergencies. Official procedures must be followed.

See our website: [DEFERRAL SUSPENSION CANCELLATION WITHDRAWAL POLICY](#)



## Complaint and Appeal Process

Students have the right to file complaints or appeals if they are dissatisfied with any academic or administrative decision. The college has a formal process to review and address these issues.

See our website: [Complaint and Appeals Policy](#)

## Student Discipline

Actions such as academic dishonesty, harassment, or any form of misconduct are subject to disciplinary proceedings. This may range from written warnings to, in severe cases, expulsion.

## Non-payment of Fees

Failure to meet fee payment deadlines may result in a suspension of services, including access to learning resources, or may lead to cancellation of enrolment altogether.

## Academic Dishonesty

Acts like plagiarism, cheating, and fabricating data are considered academic dishonesty and are not tolerated. Penalties include failing the assignment, course, or even expulsion.

## Understanding Course Progress and Intervention

### **National Code of Practice for Providers of Education and Training to Overseas Students 2018**

#### **Vocational education and training (VET): course progress and attendance requirements**

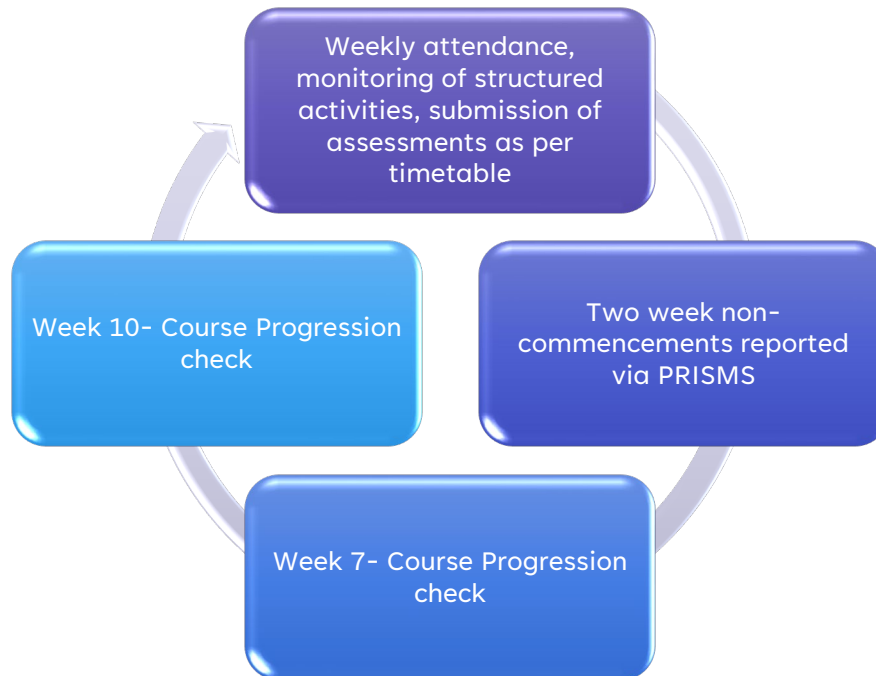
8.9 The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:

- 8.9.1 requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct
- 8.9.2 processes for recording and assessing course progress requirements
- 8.9.3 processes to identify overseas students at risk of unsatisfactory course progress
- 8.9.4 details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
- 8.9.5 processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

## How does our college manage this?



We have a course progression and intervention policy. This guide helps you to understand how the policy is applied and implemented. Below is a snapshot of some of the touch points where student attendance, participation in structured activities and course progression is monitored.



## Why do we monitor attendance and participation in structured activities?

Overseas students are required to be enrolled in a full-time registered course to undertake study.

- For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA.
- For ELICOS courses, a course must have a minimum of 20 hours **face-to-face** scheduled course contact per week.

The National Code defines scheduled course contact hours as: "The hours for which students enrolled in the course are scheduled to attend class, course related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations."

- <https://www.asqa.gov.au/esos-providers/esos-requirements/overseas-student-attendance>

## How does this work in our college?

### VET Students

Learners participate in two (2) 7.5-hour days (exclusive of breaks) of face to face training in the classroom or training kitchen. Additionally, the learners are provided with a Structured Activities Guide for each unit which has been designed to provide the learners with a framework for further



instruction and practice to be undertaken relevant to units of competency. They participate in this for a further 5 hours a week to make up the 20 course contact hours a week.

## ELICOS Students

Learners participate in 20 hours a week in the classroom as per their timetable. There is no structured activities outside of the classroom, the full 20 hours a week are face to face to support these learners.

## How are course progression, structured activities and attendance linked?

Attendance and participation and completion of structured activities are mechanisms through which we ensure that the students are meeting their visa conditions, as well as ensuring that they have opportunity to participate in sufficient training and learning before assessment.

Regular monitoring of structured activities and attendance can be early warning systems that the student is dealing with issues, generally external to their training but sometimes internal to training. Students who start to engage less in training and assessment put themselves at risk of not meeting their visa requirements or the colleges course progression requirements.

By monitoring and managing these issues early, we can more effectively identify barriers facing students and provide suitable support mechanisms.

See our website: [COURSE PROGRESS AND INTERVENTION POLICY](#)





## Student Dress Code

Students are expected to adhere to a dress code that reflects a professional and respectful learning environment, including attire appropriate for practical classes or placements.

## Student Feedback

We value student opinions for improving course content, teaching methods, and facilities. Feedback is usually collected through surveys, forums, and direct communications.

## Students with Special Needs and Inclusion

We are committed to providing equal opportunities. If you have special needs, accommodations are made in consultation with you to ensure a conducive learning environment.

## Social Media Policy

Students are expected to use social media responsibly, ensuring they do not post material that could be considered harmful, discriminatory, or disrespectful toward anyone associated with the college.

## Health and Safety on Campus

All students are required to follow health and safety protocols, including emergency evacuation procedures, to ensure a safe campus environment for everyone.

## Critical Incidents

Critical incidents are serious events that could affect the well-being of staff and students. Specific procedures are in place to manage such incidents effectively. The process for addressing misconduct is found in the Critical Incident and Student Support policy which is on GCA website.

## Emergencies

Emergency procedures and contacts are made clear at the beginning of each course. In the event of a critical situation, follow the guidelines provided.

## Privacy Notice

Your personal and academic information is stored securely and will only be used for purposes directly related to your education and welfare.

## Refund and Cancellation Policy

Our policy outlines the conditions and processes for refunds and cancellations, taking into account various circumstances like visa denials or personal emergencies.



## GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

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**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

For complete details, please refer to the individual policy documents available on the GCA website.

See our website: [Refund Policy](#)